APPLY ISO 9001 QUALITY MANAGEMENT SYSTEM TO AUDIT REQUIREMENTS



Learning Objectives

Upon completion of this course, learners are able to :

- 1. Interpret and apply of ISO 9001:2015
- 2. Identify product/service realisation cycle
- 3. Apply of the QMS principles
- 4. Apply appropriate work improvement activities for different customer segments
- 5. Prepare for an internal audit with teams with an intended KPIs
- 6. Assess compliance of QMS and provide constructive feedback
- 7. Follow up on QMS improvement
- 8. Document QMS improvement according to organisational standard procedures

Duration

2 days | 830am – 6pm | 16 hours

Who should attend

Adult learners that ideally have at least 2 years working experience so that they can apply their learning at workplace especially in a team-based context.

Entry Requirement

The learner should be a assuming a position at or below supervisory level in an organisation and able to:

- · Communicate ideas and information to others
- · Solve problems using logical thinking process
- · Collect and organise information to review data critically
- · Plan activities to complete work activities
- Receptive to learning and willing to apply it at workplace

Course Fees

S\$492.20

Registration Fee of S\$17.12 apply SDF funding & SkillsFuture applicable All fees stated are inclusive of 7% GST

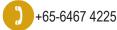
Award of Certificate

WSQ SOA will be issued to participants who have attended 75% of the course and successfully passed the assessment.





www.sqi.org.sg





+03-0407 4223

Course Contents

M1 – Apply quality management principles

KA1 Quality and product/service terms

KA2 Concepts, intent and the application of the "process approach"

KA3 Product/service realisation cycle

KA4 Quality policy, objectives and target of the organisation

M2 – Interpretation and application of ISO9001:2015

KA5 Eight Quality Management principles

KA6 Modern Quality Management System and the development of ISO 9001 QMS

KA7 Quality Management System requirements

M3 - Prepare an internal audit

SE1 Establish networks and working relationships with others to enhance team effectiveness

AA1 Identify customers and other interested parties as well as their requirements, needs and expectations

AA2 Establish the organisation's policies and objectives for the desired outcome

AA3 Identify all the processes needed to produce the intended outputs

AA4 Develop an audit scope in accordance to the organisation business activities

AA5 Identify evidence of relevant exclusion clauses in accordance to organisation processes

M4 - Conduct an internal audit

AA6 Develop an interaction chart between the ISO 9001 QMS requirements and the organisation processes

AA7 Develop and document work documents for the audit process

SE2 Seek appropriate advice for own work improvement from relevant personnel

IC1 Provide constructive suggestions to improve on quality system and work processes according to organisational procedures

M5 – Conduct follow up after an internal audit

IC2 Review report on abnormalities and problems encountered and offer improvements at appropriate platforms

IC3 Contribute ideas to improve desired outcomes of products and services in accordance to organisational goals

SE3 Carry out improvement of own work and quality performance according to feedback received

SE4 Discuss performance measures with designated personnel to determine time, output and quality achievements

LL1 Participate in reviewing work improvement activities

LL2 Participate in enhancing key performance indicators

Membership Application

Register membership online at www.sqi.org.sg/membership-join/ or contact us to get the membership application form.

Membership Categories:

- ~ Organisation membership
- ~ Individual membership

SQI International is a subsidiary of Singapore Quality Institute (SQI). SQI operates as a non-profit professional institute that promotes and advances excellence in the field of quality in Singapore; and actively champions quality initiatives in the region and around the world through networking and collaborating with other international quality organisations.

SQI is a World Partner of the American Society for Quality (ASQ); and a Board Member of both the Asian Network for Quality (ANQ) and the World Alliance for Chinese Quality (WACQ).













Please refer to this URL https://www.sqi.org.sg/courses/ or QR Code for soft copy and updated training schedule